

CITY OF MIAMI BEACH
Office of the City Manager
Letter to Commission No. 055-2005



To: Mayor David Dermer and
Members of the City Commission

Date: February 24, 2005

From: Jorge M. Gonzalez
City Manager

A handwritten signature in black ink, appearing to be "Jorge M. Gonzalez", written over the printed name.

Subject: **CITYWIDE COMPUTER VIRUS**

Our IT Team has been battling multiple virus attacks to our network since early Tuesday morning. Although all of the City's computers are protected by up to date versions of enterprise level anti-virus software, these viruses have impacted our computers in a systemic and recurring way. Seven different virus strains have been identified thus far, some masked by others and some so deep in our computers that after a virus scan identifies and removes the virus, it regenerates when the computer is next started.

Symantec, our anti-virus software company, has advised that there is no enterprise solution available for this insidious type of multi-strain attack and that the only remedy is to manually clean each computer and then reconnect it to the network. Additionally, we have learned that multi-strain virus attacks were launched against the State of Florida offices and the city of Charlotte, North Carolina over the past few weeks. In each case the successful remedy involved the manual cleaning of each computer.

Our IT team has been dedicated to the eradication and cleansing of all the City's computers and the network, literally working around the clock since Tuesday, to expeditiously minimize the impact of the viruses. Further, we have contacted existing service providers with specialties in the area of security to insure the most expeditious approach and solution is pursued.

As we move through the numerous and changing issues that we encounter it may be necessary, to temporarily disconnect certain facilities in the City from the network, restrict Citywide internet access and/or email services. The City's website does not appear to be impacted and should internet access for City computers be temporarily restricted, the website will remain operational. As a last resort, we may determine that we must temporarily bring the entire network down to implement a "cure" and insure that all viruses have been eradicated. To that end, we are working to isolate all public safety systems in a "virtual network" to protect these systems from infection and to insure their stability and availability.

Your cooperation and patience is appreciated.

JMG/PDW

Handwritten initials "JMG" in black ink, written over the typed name "JMG/PDW".

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